

After Hours Quarterly Support Summary

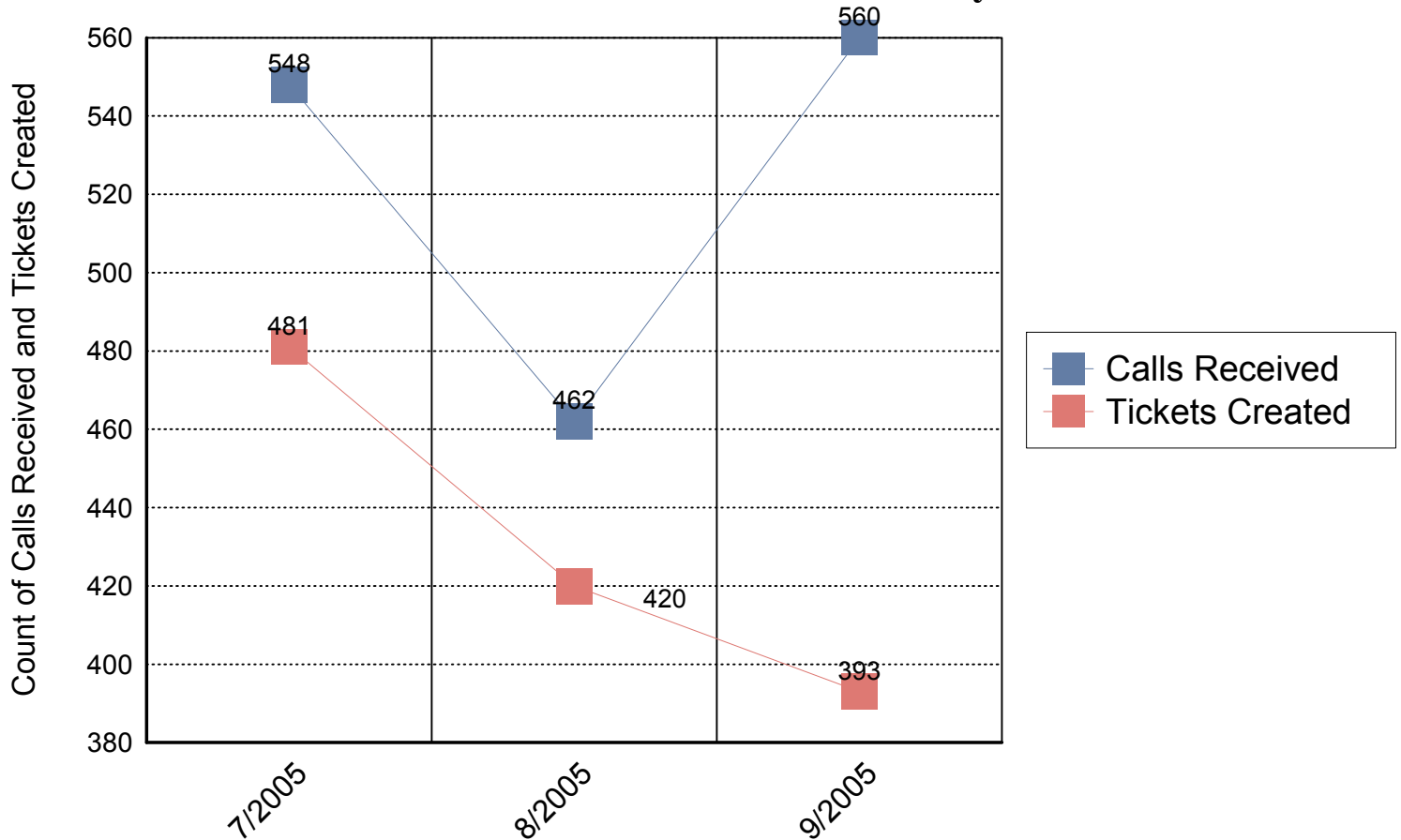
For Period July 01, 2005 to September 30, 2005

Snapshot Date: 10/3/2005

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls: 1,570
Total Tickets: 1,294

Calls Received and Tickets Created By Month



NOTE: Occasionally, a phone call does not produce a Remedy ticket (e.g. due to status callback, wrong number, etc.). This explains discrepancies in the calls versus the total number of tickets.

After Hours Monthly Support Summary

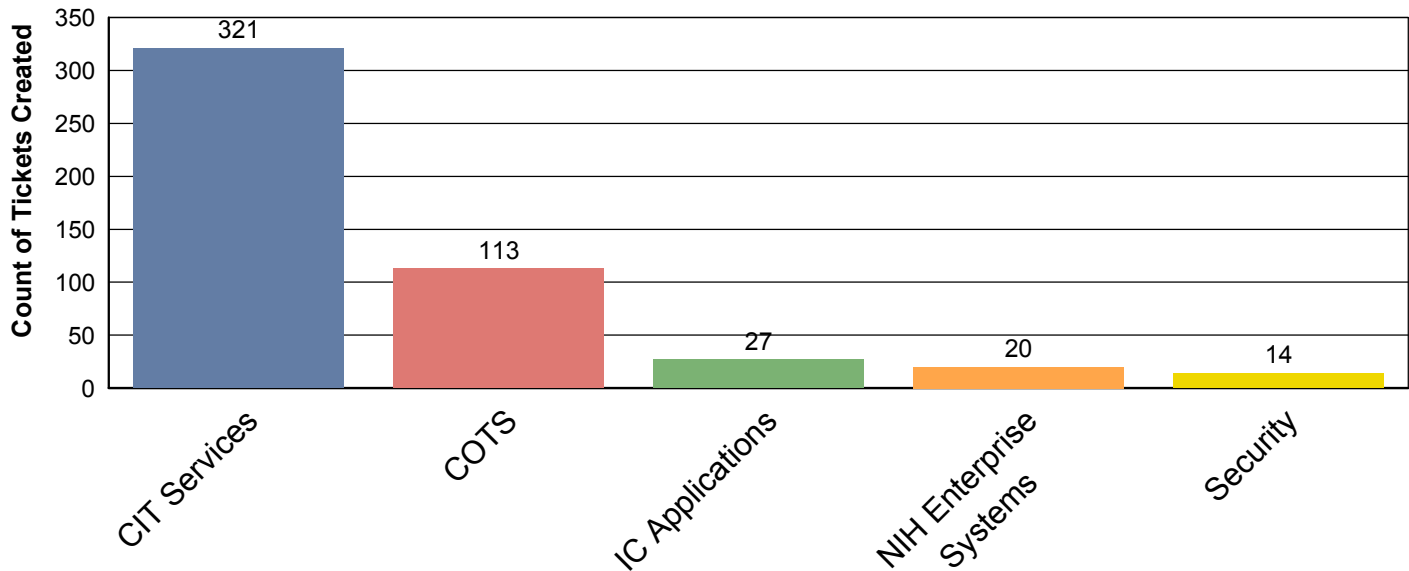
For Period July 01, 2005 to September 30, 2005

For Month of: 7/2005

Calls Received: 548

Tickets Created: 481

Tickets Created By Category Summary

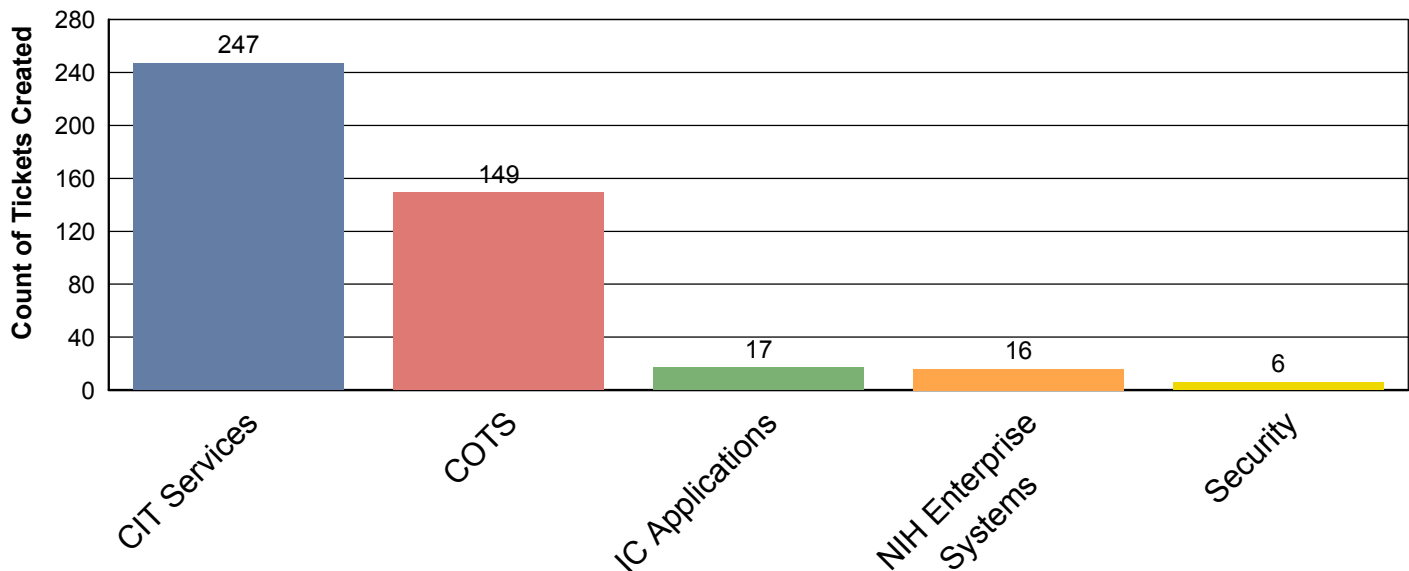


For Month of: 8/2005

Calls Received: 462

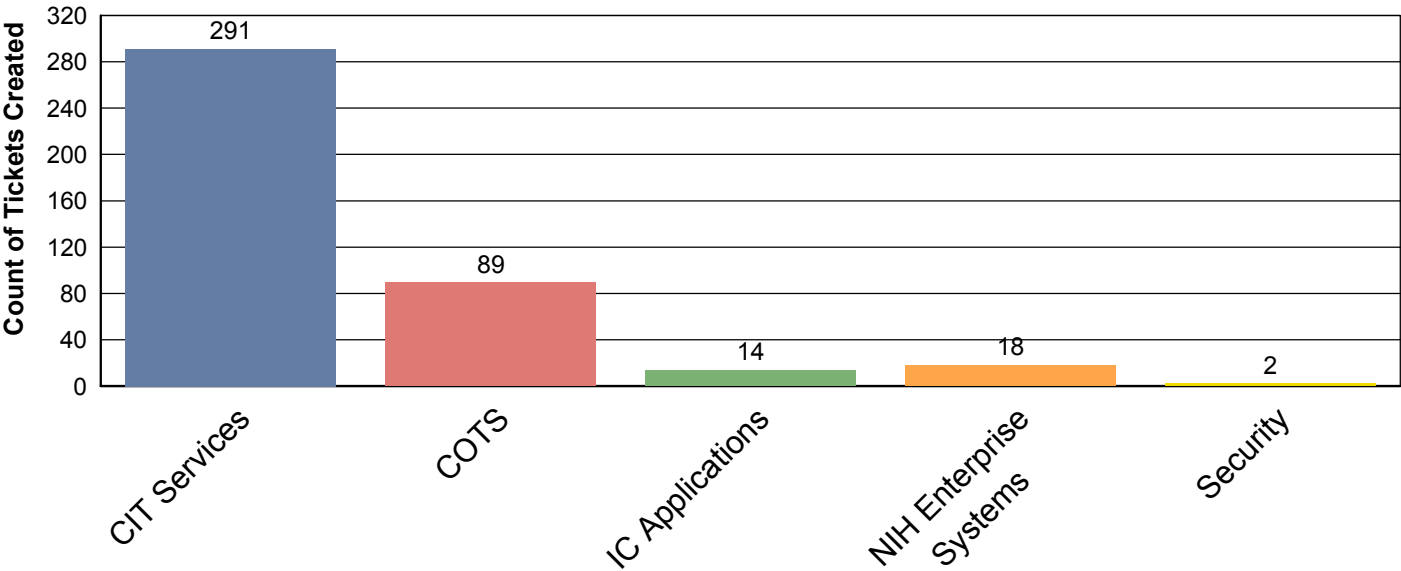
Tickets Created: 420

Tickets Created By Category Summary



For Month of: 9/2005 Calls Received: 560 Tickets Created: 393

Tickets Created By Category Summary



Grand Total:
Calls Received: 1,570
Tickets Created: 1,294